

# Customer survey feedback

## Registration Services

**April 2020 – September 2020**

We usually send out a survey to all customers attending appointments, ordering certificates and having their ceremonies with us.

We also receive compliments and complaints via the formal council system.

### Feedback on services

Between April and September our customer feedback email requests were switched off due to the pandemic and services being suspended due to the national lockdown. This meant we only received a handful of surveys over the period.

In the period we also received two formal complaints about birth appointment availability and ceremony processes; and many informal compliments.

Opposite are some of the lovely comments the team received from our valued customers during this difficult time. We did sadly and understandably have a few frustrated customers whilst we were unable to provide services due to lockdown and the building was not open.

As we head back towards a new normal, the usual feedback mechanisms will be in place ready for reporting again in April 2021.

As always, we really appreciate the time you take to highlight things that went well as well as areas we can improve on.

**We really appreciate your feedback**



### What you said ...

Thank you for your understanding and support in registering my baby at this difficult time, I really appreciate your work.

Thank you for the very kind manner with which you handled the telephone death registration process for my late mother. You made the process bearable.

In view of the pandemic, our ceremony was conducted very well, the team were very friendly and helpful.

Everything at the venue worked very smoothly; the registrars were very professional and helped us feel relaxed.

### What we are doing ...

We have made our building Covid19 Secure and received reassuring comments from customers on how this helped them feel safe coming into register baby, give notice or have a ceremony.

Online booking via our website is now back on and available 24/7 for most services and the Contact Centre is open 9am- 5.15pm weekdays.

We will look to see if any other booking types can go online and feedback to our regulator on those services customers would like modernised or simplified.

We continue to review and update our website and emails based on your feedback – if you have any suggestions we would love to hear them.

**Thank you for your time and support**